

ORM 2014 Claims Management and Loss Prevention Services RFP
Addendum 7
Questions and Responses

This is the final list of questions and responses.

1. What is the current lag time for reporting workers' compensation claims?

Information on lag time has been posted on the web site.

2. A-20.7 Does the State expect the contractor to deliver safety related training for all state agencies for the subjects listed or is the intent of this section for the contractor to assist state agencies with verifying that their training plan and materials cover these subjects adequately?

The contractor is not required to deliver training on all of these topics. Some topics are provided on a statewide basis by ORM, others are specific to the agency. The intent is for the TPA to assist with identifying training needs and advising on materials and plans. However, if a proposer has training materials available for agency use, that would be considered in scoring and should be noted in the proposal.

3. A-20.10 Please explain what is meant by "in close contact". Does the state expect the contractor to make periodic onsite visits with the agency or just ongoing communications with the agency by phone and e-mail?

Phone and e-mail should generally suffice. Only a few agencies would require additional meetings and site visits.

4. A-20.11 Does this section refer to requests for assistance from state agencies or is the intent of this section that the contractor will provide these services to all state agencies on a scheduled basis?

Agencies may request assistance. Other agencies may be identified as needing individualized attention, either through trend analysis or the TRIP cost per man hour analysis. The state is a very large entity and identifying agencies that need focused attention is critical to improving our program and reducing costs.

5. A-20.12 Does the State have existing metrics they would like to continue to use? If so, what are the existing metrics? How many and which state agencies currently receive individualized attention?

This refers to TRIP – Targeted Risk Improvement Program. Currently, FARA uses a cost per man hour formula to identify the agencies to be included in the program.

We expect the successful proposer to bring sufficient expertise to the program to advise on this and other matters in order to continually improve our Loss Prevention program. Proposers should assume that there will be approximately 80 agencies participating..

6. A-20.16 Is there a defined process for handling investigation requests as it relates to response time, onsite visits or amount of time onsite?

Each investigation is unique and can vary greatly in severity and criticality. That impacts the response time required and the amount of time onsite. FARA has an investigation worksheet that they use as a tool in the investigation process, but we expect the selected contractor to be knowledgeable of these matters and to use their expertise to assess each situation and act accordingly.

7. A-20.18 Please explain in detail what LP training materials you want the contractor to provide – subjects, quantity, format and accessibility. Do any of these programs or materials already exist or do you expect the contractor to develop and/or provide all new training material? Is there an existing library of training materials that ORM wants the contractor to manage? If so, what are those materials?

We have all of the training materials we require at this time. Any materials that need to be developed would be due to new or changing training requirements. Additionally, the contractor might determine that additional or improved training in some area would benefit the program. Existing materials can be viewed at <http://www.laorm.com/prevention.html>.

8. A-20.19 How many training programs have been provided in each of the last three years? How many LP training programs do you expect monthly, quarterly or annually during the contract period?

<i>FY 14-15 YTD</i>	<i>3</i>
<i>FY 13-14</i>	<i>6</i>
<i>FY 12-13</i>	<i>5</i>
<i>FY 11-12</i>	<i>5</i>
<i>FY 10-11</i>	<i>15</i>

9. A-20.20 Will the State provide “Next Step Coaching” training materials or is the contractor expected to provide those materials? It appears to be an older training program – will the State consider a substitute program designed to coach state drivers? Is the contractor expected to provide new forklift training materials or use existing state training program and materials?

The state has the “Next Step Coaching” materials. Forklift training materials are also available. We encourage proposers to suggest improvements and updates to our training program. As with every aspect of our program, we are continually

exploring areas which can be improved. Improvements to training are encouraged and expected, and would be the responsibility of the contractor.

- 10.A-20.21 By facilitate does the State mean that the contractor will obtain, organize and provide the facilities and logistics necessary for the Annual Equipment Management Building Facilities training program?

FARA's Loss Prevention staff coordinates with the state agencies to arrange for facilities, dates and times as needed for this training. Once that is done, FARA uses Eventbrite to manage registration.

11. Please provide additional loss detail to supplement the loss information provided in the RFP to show (preferably in excel format if possible):
- a. Workers' compensation new lost time and new medical only claims reported annually in the last five years
 - b. Workers' compensation current open lost time, future medical and medical only claims.
 - c. General liability new bodily injury and new property damage claims reported annually in the last five years.
 - d. General liability current open bodily injury and property damage claims. (please indicate how many would be professional liability for public officials)
 - e. Auto liability new bodily injury, third party property damage and first party property damage.
 - f. Auto liability current open bodily injury third party property damage and first party property
 - g. Property new claims reported annually in the last five years.
 - h. Property current open claims.
 - i. Please provide the total number of "record only" claims reported annually, by each line, WC, GL, AL, Property.

Additional information has been posted on the web site.

12. Please provide the amount of vocational rehabilitation, medical case management and private investigations in each of the last three years. (indicated in addendum 2, Page 5, to assume a \$75/hr. rate)

Voc Rehab and Medical Case Management were addressed in Addendum 4, question 2. Private Investigation information has been posted on the web site.